

# **HSC Policies and Procedures**

## **Alcohol**

**No alcoholic beverages may be brought into or taken from The Heart of St. Charles Convention and Ballrooms. No alcoholic beverages may be consumed in the HSC Parking Lot.**

## **Animals**

**With the exception of ADA service animals or animals used as part of HSC approved exhibits or events, animals are not permitted in the facility. The ADA defined a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. A written request must be presented to the General Manager or designee no later than 30 days prior to the event. If a display includes pens or enclosures containing live animals, the following minimal provisions must be made:**

- Protective coating such as plastic or visqueen must be used to protect all floors and equipment.**
- Absorbent materials must be placed within the pen.**
- Animals must be supervised at all times.**
- Provide clean up and proper disposal of absorbents and waste.**
- Animals are not permitted within 50 ft of any food prep or service area unless they are ADA service animals.**

## **Booth Cleaning**

**All cleaning is done by HSC. Any booth requiring excessive clean-up will be charged \$25.00 per booth per incident.**

**Any bulk trash, we ask you to remove prior to, during, and after the show. Bulk items included crates, pallets, boxes, or any items not easily removed by a push broom or vacuum.**

**Any compressed flammable gases are prohibited without prior written approval of the General Manager and the Fire Marshal. This included acetylene, hydrogen, propane, and butane. All requests to use such gasses must be submitted to your event Manager no later than 30 days prior to the event.**

### **Concessions**

**HSC will provide all concessions, as well as banquet service, snacks, luncheons, and beverage service. These services are provided exclusively by HSC. No outside food or beverage is allowed in the HSC.**

### **Decorations**

**Decorations may not be taped, nailed, tacked or otherwise attached to surfaces or fixtures (ceilings, glass, doors, columns, walls, etc.). Items such as glitter, confetti, rice, birdseed, sand, dirt, moss and mulch are not permitted on any carpeted areas.**

**All decorations, including but not limited to, drapes, table coverings, skirts, carpet, signs, banners, acoustical materials, straw, bamboo, fabric, linen and similar decorative materials must be rendered flame retardant.**

**Candles may be used only on tables when securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials and only if approved in writing by the HSC Director of event services. The candle flame must be protected.**

### **Exterior Doors**

**Exhibitors should only use entranceways designated for loading exhibit materials in and out. For security reasons, other exterior doors may not be propped open for any reason.**

### **Floor Covering:**

**Displays including, but not limited to, those utilizing soil, humus, water or other landscaping materials and displays containing live animals must take appropriate steps to protect the facility surfaces and equipment. A protective coating must be used on the floor, such as heavy plastic, visqueen or similar strength material.**

### **Payment Information**

**We can accept company checks, money orders, Visa, MasterCard, for payment. Acceptance of checks and credit cards is subject to verification at our discretion. A service charge of \$25.00 will be administered for each returned check.**

**Advance service orders and payment in full must be received a minimum of 21 days prior to the first scheduled move-in date before a show.**

### **Cancellation Policy**

**If cancellation occurs before any installation and more than 2 weeks prior to the event, you will receive a 90% refund.**

**If cancellation occurs before installation but more than 1 week prior to the scheduled event you will receive a 75% refund.**

**If cancellation occurs within 48 hours of the event there is no refund.**

### **Special Services**

**Any electrical requirements, or other specialized power requirements must be received at least thirty (30 days prior to exhibit's scheduled arrival and move in.)**

**Helium balloons are not allowed in the Pre-function/Foyer spaces of HSC. However, they are allowed in the exhibit hall as part of your exhibit. If a balloon breaks loose and staff has to retrieve it, there is a \$20.00 charge.**

## **Smoking**

**For the benefit of our patrons, exhibitors, and employees, and in compliance with state and local laws, the exhibit shows will be non-smoking. We do not restrict smoking outdoors, and appreciate everyone's cooperation in preventing litter and inconvenience to others.**

## **Tape Removal**

**Customer is responsible for the removal of all tape and residue marks from the exhibit hall and pre-function floors. The repair cost for any damage caused to a surface by the use of inappropriate cleaning chemicals or tools will be billed to the customer. The use of high residue tape is prohibited on any carpeted tiled, concrete, or hardwood surface.**

## **Electrician**

**If any connections and overload protection equipment needs to be installed. An electrician will be required, and you will pay his hourly service rate to take care of your needs.**

**We encourage a fun and safe environment for all. If there are any questions at all about any equipment and its safety or requirements, please contact The Heart of St. Charles ahead of your event so there will be no misunderstandings on the day of your event.  
HeartConventions.com / 636-947-8270.**